

Employment Benefits and Frequently Asked Questions





The Illinois Department of Children and Family Services (DCFS) is a large, nationally-recognized and respected child welfare agency. It is also the nation's largest state child welfare agency to earn accreditation from the Council on Accreditation for Children and Family Services (COA), as well as the first state agency to earn reaccreditation.

DCFS is an equal-employment opportunity agency, and offers its employees competitive salaries as well as:

- Paid holidays;
- Paid personal days;
- Paid earned vacation and paid sick time;
- Health, life, dental and vision insurance;
- Retirement plan;
- Upward mobility program (for bargaining unit employees) *Upward Mobility is a continuing education program to earn a degree (either bachelor's or master's) that is affiliated with many state positions; and*
- Offices located throughout the state, giving employees the ability to transfer to another office if necessary, or accept a promotion in another area of the state.

How do I apply for a job?



Step 1: Identify Appropriate Titles

Applicants must first identify titles that best match their experience and education. CMS Career Counseling Services employment counselors are available to assist applicants in this process.



Step 2: Obtain an Employment Application

After identifying appropriate titles, complete the Examining/ Employment Application (CMS100).



Step 3: Participate in the Examination Process

Depending on the particular title for which the applicant is applying, the examination process consists of an automated test of multiple choice questions and/or a review of the applicant's training and experience (TRAEX) listed on the application form (CMS100).



Step 4: Find Job Openings

Upon completing the examination process, qualified applicants are placed on an eligibility list. These lists are submitted to a hiring agency upon the request of an agency.

Please Note

- Qualified Veteran applicants must be afforded an opportunity for interview and employment before non-veteran candidates in the same category. Please refer to the Veterans Outreach Program.
- The Diversity Enrichment Program (DEP) improves the diversity of the state's workforce by actively recruiting well-qualified minorities, females, and persons with disabilities for employment with the agencies, boards, and commissions under the jurisdiction of the Governor.
- Many titles are covered by collective bargaining agreements. For those titles, current collective bargaining agreements exist and therefore, the filling of vacancy language applies. Collective bargaining employees within the agency where the vacancy exists will have contractual rights preference over a non-state employee.



Frequently Asked Questions:

Q: May I submit a résumé for grading instead of an Examining/Employment Application (CMS100)?

A: No

Q: Do I have to submit a new Examining/Employment Application (CMS100) for each title?

A: Yes

Q: I have questions regarding what job titles I could possibly qualify for?

A: CMS has career counselors available by appointment to talk to you about your experience, employment interests, in which counties you prefer to work, and what your salary needs are. He/she reviews your application, recommends appropriate titles, and provides you with testing information. You are required to bring a completed Examining/Employment Application (CMS100) with you to the session. You can find the contact information at www.work.illinois.gov.

Q: Is volunteer experience credited toward my final grade?

A: Related professional volunteer experience, if quantified, will be considered and credited accordingly. Be sure to describe the hours worked per week

or month, any supervisory responsibilities, etc. Non-related volunteer experience is not credited for the position for which you are applying.

Q: What if there is not enough room for my work experience on the application?

A: You may utilize additional paper so long as you keep it in the same format as the application.

Q: Am I required to have a grade for open vacancies I see online?

A: Yes. You must have received a qualified grade from CMS before you can be considered for employment for open vacancies.

Q: How long does it take to get a grade notice?

A: For most automated tests, the grades are provided upon completion of the test. If the automated test is for a title that requires the applicant to possess a certain level of education and/or experience as a prerequisite, you should receive your grade via the mail within 5 – 7 days of taking the test. Otherwise, you will receive a grade notice by mail if the grade for a title is dependent on an assessment of your training and experience (TRAEX). Please be advised that, due to the heavy volume of applications received for TRAEX titles, it may take several weeks for your application to be evaluated and graded.

Q: What happens if I don't get an A grade?

A: "A" grade candidates are interviewed first. If you do not receive an "A" grade, it would be to your benefit to re-test in an effort to improve your score. You may test again for this title in 30 calendar days. If you wish to appeal a grade you've received by means of TRAEX testing, address your concerns in writing to Central Management Services, Examining & Counseling Division, Room 500, Stratton Office Building, Springfield, Illinois 62706.

Q: What happens after I take my test and get my grade?

A: Your name will be placed on an eligibility list for the county or counties of your choice. When a state agency intends to fill a position, the personnel office requests the eligibility list for the position title and a particular county. The employing agency contacts the individuals inviting them to interview for the vacant position.

Q: How long are my grades valid?

A: When you receive a passing grade, your name is placed on an eligibility list. Open competitive grades remain on the list for 12 months. Effective July 1, 2013, promotional grades are valid for six years. Prior to July 1, 2013,

promotional grades are valid for three years. Your name will be removed from the eligibility list if you fail to respond to an invitation for interview (referral), or if you waive or decline two referrals.

Q: How do I renew my grades?

A: After your grade expires, you have to again participate in the civil service testing process.

Q: How many times may I change my counties?

A: There is no limit.

Q: How do I change one or both of my county choices?

A: If you wish to change the work location (county/city/region) that you originally indicated on your application, you may do so after you receive your grade notice by submitting a Change of Information Request Form - CMS263, found at www.work.illinois.gov, to:
Examining & Counseling Division, 401 S. Spring Street,
500 Stratton Office Building, Springfield, IL 62706,
Fax: (217) 524-8740.

Q: I have heard of hiring preferences. Do Illinois residents have preference for hiring over non-residents?

A: Yes

Q: What is “Reinstatement”?

A: The Personnel Rules state that a former certified employee who resigned or terminated in good standing may be reinstated to a position in the class to which the employee was assigned prior to resignation, or to a position in any other position class for which the employee is qualified. Reinstatement is a means of employment, it is not a guarantee of employment. In order to be considered for employment via reinstatement, you must apply to agencies for posted vacancies.

Q: What does Absolute Veterans Preference mean?

A: In 1997, the Illinois Supreme Court ruled that military veterans shall receive absolute hiring preference over non-veterans in the same grade category. Absolute Veterans Preference refers to two aspects of the hiring process. First, preference points are awarded to the passing scores of veterans when they apply for open competitive grades. The points vary depending on the nature of the military service and the status of the veteran. Second, when

an agency hires from the open competitive eligibility list, it must consider veteran applicants before non-veterans.

Q: What are “Cook County Zones”?

A: Cook County is divided into five zones only for the position titles identified on the CMS100 application. Please refer to the CMS100 for details.

Q: Where can I get an Examining/Employment Application (CMS100)?

A: You may obtain an Examining/Employment Application (CMS100) by contacting any one of the following locations: CMS website at <http://www.work.illinois.gov> or the DCFS website at www.DCFS.illinois.gov. The application can be downloaded from the Internet and printed for your convenience.

Q: Is the salary negotiable?

A: The salary is not negotiable. CMS has established guidelines for determining what the agency may offer a candidate based upon the candidate’s previous salary (which may require written documentation for verification). The salary may not go outside the pre-determined salary range for that title.

Q: What do I do if I have bilingual skills?

A: If you are fluent in both English and Spanish, orally and written, you should indicate “SS” for Spanish speaking in the box marked Option (next to the positions title) on the front page of the CMS 100 Employment Application. If your bilingual skill is in another language other than Spanish, please contact CMS at (217) 524-1321 for the appropriate option code.

Please note: If you are selected to be interviewed at DCFS for a bilingual position, your bilingual skills will be tested. Failure to pass the bilingual certification for a bilingual position will result in not being selected for that position. We encourage bilingual candidates to apply for both the bilingual and non-bilingual option.

Q: Is it possible to have accommodations made for persons with disabilities during the job interview?

A: Yes. In compliance with the Americans with Disabilities Act and the Illinois Human Rights Act, state agencies must ensure that the employment process is accessible to persons with disabilities. Specifically, the state shall provide reasonable accommodations upon request by individuals participating in all steps of the employment process. This includes the initial testing phases of the candidate selection process for state positions as well as the subsequent

employment interview process. If you need such an accommodation during a DCFS job interview, please contact the DCFS Office of Employee Services.

Q: Does DCFS offer academic internships?

A: Yes. DCFS does have academic internships as well as field placement. Requests for academic internships should be requested through the Office of Professional Development at 217-785-5689.

Q: Does DCFS offer any type of direct service training positions?

A: Yes. DCFS utilizes the Children and Family Services Intern title for select geographical areas. This title is for applicants who have a bachelor's degree in social work or in one of the related Human Services titles, but do not have the required professional work experience.

Q: What are acceptable Human Service degrees?

A: Related Human Service degree refers to a degree in psychology, psychiatric nursing, psychiatry, pastoral counseling, Sociology, Social Services, Social Science, Public Administration, Pastoral Care, Master of Divinity, Human Service Administration, Human Development Counseling, Home Economics – Child and Family Service, Guidance and Counseling, Early Childhood Development, Child, Family and Community Services and Human Services.

Q: How can I be considered for the Children and Family Services Intern title?

A: Submit the completed CMS100 application, along with a copy of your official college transcripts to:

DCFS, Office of Employee Services,
406 E. Monroe Sta. 373, Springfield, IL 62701

DCFS, Office of Employee Services,
100 W. Randolph St., 6-100, Chicago, IL 60601

Q. Are there any conditions of employment?

A. Yes. Information gathered during the background investigation phase and/or hiring process may be utilized when selecting an applicant for hire.

- A background investigation is conducted on all applicants selected for hire. This process involves a check of indicated perpetrators in CANTS (Child Abuse and Neglect Tracking System), Sex Offenders Registry and a fingerprint based criminal check of the Illinois State Police and the Federal Bureau of Investigation.

- Drug testing (as applicable)
- Employment reference checks and educational verifications are conducted.
- Candidates must possess the physical, visual and auditory abilities required to carry out assigned duties, with a valid Drivers license and daily access to a vehicle for applicable titles.
- Language testing for titles that have a language option
- Child Welfare Employee Licensure testing for applicable titles.
- Successful completion of required trainings for applicable titles.

DCFS Titles

Account Clerk I, II	Human Resources Trainee
Account Tech I, II	Internal Security Investigator I, II
Accountant	Information Service Specialist II
Accountant Adv.	Information System Analyst I, II
Accountant Supervisor	Management Operations Analyst I, II
AFACT	Management Systems Specialist
Admin Ass't I, II	Method and Procedures Advisor II
Ass't Reimbursement Officer.	Microfilm Operator II
Bldg. & Grounds Lead I	Office Administrator II, III, IV
Business Manager	Office Aid
Child Development Aid III	Office Assistant
Child Protection Specialist	Office Associate
Child Protection Associate Specialist	Office Clerk
Child Welfare Admin. Case Reviewer	Office Coordinator
Child Welfare Court Facilitator	Office Occupations Trainee
Child Welfare Nurse Specialist	Office Specialist
Child Welfare Specialist	Paralegal Assistant
Child Welfare Staff Dev. Coord. I – IV	Private Secretary II
DCFS Intern, Opt. 1 (Bachelor's)	Public Admin Intern
DCFS Intern, Opt. 2 (Masters)	Public Information Officer III
Data Processing Admin. Spec.	Public Service Administrator
Data Processing Specialist	Reimbursement Officer I, II
Data Processing Technician	Reproduction Service Supr. I
Day Care Licensing Representative I, II	Reproduction Services Tech III
Executive I, II	Senior Public Services Administrator
Executive Secretary I, II, III	Social Service Program Planner II, III, IV
Graphic Arts Designer	Storekeeper I, II
Human Resources Assist.	Student Intern
Human Resources Assoc.	Student Worker
Human Resources Representative	Technical Advisor II, III
Human Resources Specialist	Telecommunications Systems Analyst

If you have questions regarding applying for DCFS job titles, it is recommended that you contact DCFS Selection and Recruitment prior to submitting an application.

You may email us at: DCFS.Employment@illinois.gov

DCFS – Selection & Recruitment
406 E. Monroe, Sta. 373
Springfield, IL 62701
(217) 785-2586

DCFS – Selection & Recruitment
JRTC, 100 W. Randolph, 6-100
Chicago, IL 60601
(312) 814-1222



Scan to learn more.

Illinois Department of
DCFS
Children & Family Services

www.DCFS.illinois.gov